

Stronger Together



2020 LEBANON VA MEDICAL CENTER ANNUAL REPORT TO THE COMMUNITY

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Lebanon VA Medical Center



USA Colonel (R) Stuart A. Roop, MD, FCCP, Chief of Staff; USN Captain (R) Margaret G. Wilson, MSN, RN, Associate Director for Patient Care Services; Robert W. Callahan, Jr., Director and Kathryn G. Reesor, LCSW, Interim Associate Director stand in the new Building One entrance by an automatic temperature screening device. Lebanon was one of the first facilities in VA to adopt the automatic temperature screening devices to help keep Veterans and staff safely screened.

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The content in this publication is edited, prepared and provided by Lebanon VAMC's Public Affairs Office. Contact 717-272-6621, ext. 4298, or VHALEBPublicAffairs@va.gov with publication questions/feedback.

On the cover: It takes all of us – TOGETHER - to provide care to South Central Pennsylvania's Veterans – front line, support role and administrative staff but we are particularly proud of our nursing staff who faced the year with courage, strength and determination. Along with our Veterans, we salute you. If you're interested in learning more about nursing careers at VA, call 717-228-5948.

Dear Veterans, Advocates, Stakeholders and Fellow Employees,

South Central Pennsylvania will remember 2020 as the year our world changed dramatically. Lebanon VA Medical Center proactively responded making every effort to accomplish our mission of serving Veterans. Our primary focus remains - keeping Veterans, our staff and the public safe. We executed human ingenuity, technological advances and a full team effort to address the complexities of medical care during this COVID-19 pandemic. We did not step back or hesitate to address our task – no – we rose to meet it head on, in a variety of ways, depicted for you in this annual report. It was a collective effort, all service lines and departments, and staff with every type of job description made a difference.

To our employees we say, this unprecedented time demanded our creativity, determination, courage and selflessness – and YOU answered that call, in ways that are pragmatic, effective and quite frankly – inspiring! When others were paralyzed by fear, you stepped in and made a difference. When others allowed fatigue to sideline them, you stood up with strength and stamina. When the hope of others waivered, you provided confidence, compassion and life-changing care. It is no surprise to us, that you command such high respect and gratitude among the Nation's Veterans.

But our task is still not done. There is still much to do. We do not know what the future will bring, but of this we are certain, we are Stronger Together!

Sincerely,

Robert W. Callahan, Jr., *Director and CEO*

Kathryn G. Reesor, LCSW, *Interim Associate Director*

Stuart A. Roop, MD, FCCP, *Chief of Staff*

Margaret G. Wilson, MSN, RN, *Associate Director for Patient Care Services*

FINANCIAL STATISTICS

OPERATING BUDGET

\$446,421,579

MEDICAL BUDGET

\$280,169,000

ADMINISTRATIVE BUDGET

\$24,935,000

FACILITIES BUDGET

\$26,001,579

CARE IN THE COMMUNITY/ CHOICE

\$115,316,000

CAPITAL EQUIPMENT BUDGET

\$9,276,000

(Included in Medical, Administrative and Facilities budget amounts above.)

FIRST AND THIRD PARTY COLLECTIONS

\$24,743,000

(Included in Medical budget amount above.)

RANKINGS WITHIN OUR NETWORK (VISN 4)

Communication with Doctors—**#3**

Shared Decision Making—**#4**

Communication about Medications—**#3**

Willing to Recommend Hospital—**#3**

Discharge Information—**#5**

Overall Rating of the Hospital—**#2**

Communication with Nurses—**#4**

Responsiveness of Hospital Staff—**#4**

OPERATIONAL STATISTICS

Veterans Served—**38,649**

Outpatient Visits—**471,257**

Veterans Served at Community Clinics—**28,880**

Veterans of Iraq and Afghanistan Wars Served—**7,195**

Women Veterans Served—**4,086**

Surgeries Performed—**3,500**

OPERATING BEDS (188)

Facility—**49**

Community Living Center—**76**

Psychosocial Residential Rehabilitation Treatment Program—**63**

TOTAL ADMISSIONS (3,190)

Acute Care—**1,793**

Behavioral Health—**472**

Community Living Center—**87**

Rehabilitation—**307**

Observation—**531**

VIRTUAL CARE

Encounters completed via Telehealth—**30,579**

Tele-mental health care encounters—**6,092**

Unique Veterans used secure messaging—**6,630**

Unique patients served via e-consult—**19,900**

EDUCATION

>200 Nursing Students Trained

104 Students Trained from Multiple Disciplines

144 Residents Trained from Penn State's

College of Medicine

6 Social Work Internships

VOLUNTEER AND DONOR STATISTICS

Monetary Donations—**\$235,067.42**

Value of Items Donated for Veterans—**\$342,351.93**

Value of Activity Donations—**\$46,626.87**

Volunteers—**225**

New Volunteers—**38**

Youth Volunteers—**2**

DAV Van Drivers—**21**

Volunteer Hours—**25,788 (Youth volunteer hours 80.75)**

(This equates to saving \$701,426.80 in taxpayer funds instead of hiring employees to complete these tasks)

Total Resource Impact—**\$1,325,473.02**

(This is the total monetary value of all donations and volunteer hour value)

EMPLOYEE STATISTICS

Full Time Employees—**1,751**

Nursing Staff

RN—**328**

Nurse Anesthetist—**9**

LPN—**132**

Nurse Assistant—**39**

Primary and Specialty Providers

Physician—**116**

Physician Assistant—**27**

Social Workers—78 + 4 SW Interns = **82**

Psychologists—28 + 3 Doctoral Interns = **31**

Numbers on these pages represent values for Fiscal Year 2020 which ran October 1, 2019 – September 30, 2020.

An Average Day at Lebanon

473 Phone Calls Received and Handled by Scheduling Line

3,720 Phone Calls Received at the Medical Center

3,544 Outpatient Prescriptions Processed

76 Intravenous Medications Mixed

1,633 Medications Dispensed for Inpatients

1,216 Pieces of Reusable Medical Equipment Sterilized

1,086 Labs Drawn

336 Complete blood count samples collected

392 Hospital Meals Served

387 Meals Served at the Canteen

1,466 Clinical Appointments at Main Campus

561 Clinical Appointments at VA Community Clinics

2,125 Miles Driven by Employees in the Execution of Their Job

47 Chaplain Appointments/Visitations/Counseling

COVID-19 Response

- First Hospital in Central PA to show the media how we are addressing the pandemic
- First VAMC in the nation to sterilize N95 masks
- Sterilized N95 masks for other medical facilities
- Created separate COVID-19 Intensive Care Unit
- Increased telehealth visits by more than 782%
- Offered Chemo-Therapy without interruption
- Sent 25 staff to other medical facilities to help their pandemic response

26%

OF LEBANON VA MEDICAL CENTER STAFF ARE VETERANS.
348 EMPLOYEES / 1818 (19%)



First VA Medical Center in the Nation to Sterilize N95 Masks

Lebanon VA Medical Center implemented an approved US Food and Drug Administration (FDA) emergency use authorization to sterilize and reuse N-95 masks. Lebanon VA's Sterile Processing Service (SPS) implemented the new procedure which uses Steris V-PromaX to sterilize the protective masks for front line caregivers of patients who have or are suspected to have the coronavirus. The process uses vaporized hydrogen peroxide for disinfection. The SPS employees incorporated additional technology and monitoring into the process to improve safety beyond the federally mandated requirements. Lebanon was the first VA medical center in the nation to implement this.



Chemotherapy Treatment Continued Un-Interrupted at Lebanon Through the Pandemic

Chemotherapy treatments continued un-interrupted at Lebanon VAMC through the pandemic. Veterans who are chemotherapy patients were able to get their cancer treatments in-person safely throughout the closures in Pennsylvania. Pausing treatments could have had devastating consequences for these Veterans and yet as a result of their treatments, their immune systems are depressed, so the staff had to take extra precautions to ensure the safety and well-being of the Nation's guardians. Their team collaboration, attention to detail, dedication to their patients and willingness to go the extra mile benefited numerous Veterans.

We Are Stronger



25 Lebanon Staff Deployed to Assist Other Healthcare Facilities

Twenty-three nurses and support personnel from Lebanon VA Medical Center deployed to various facilities in New Jersey during the first and second quarters of 2020 to assist citizens as part of VA's Fourth Mission. VA traditionally provides Veterans' healthcare, benefits and memorial affairs. In times of national crisis, however, VA provides services to the nation based on requests from states. This is known as VA's Fourth Mission. The VA has taken a variety of actions to support citizens including: sending resources to the community, personnel augmentation and more. The personnel deploying from Lebanon VAMC all had different experiences, but they are tied together with a sense of duty to help their fellow citizens.



VA Secretary Visits Lebanon

Secretary of Veterans Affairs, the Honorable Robert L. Wilkie, toured Lebanon VA Medical Center and met with senior leaders in July to discuss national VA initiatives, like the VA response to COVID-19, as well as, the facility's unique programs and innovations. "I am very proud of all VA employees for their tireless efforts to care for our Nation's heroes during this global pandemic. Visiting Lebanon provides me an opportunity to see first-hand what our health care heroes are facing on the ground," said Wilkie. "I was so pleased to see how well South-Central Pennsylvania Veterans are being cared for here."



Lebanon VAMC Opened a New Intensive Care Unit (ICU) with Tele-ICU Capability

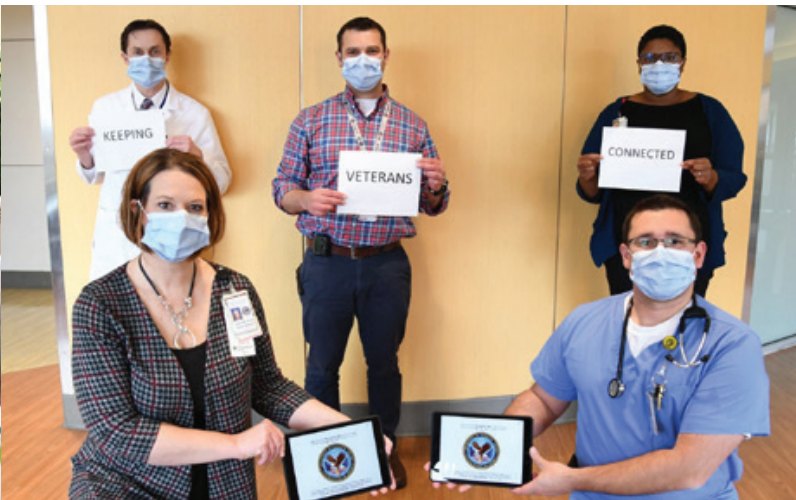
Lebanon VAMC opened its new 13-bed, 12,000 square-foot ICU floor with Tele-ICU capability in February 2020. Tele-ICU provides an additional layer of patient safety. Specialist doctors and nurses located at other VA facilities have video, audio, and medical test result access to Veterans in the new ICU. Veterans in ICU are the most medically fragile in the hospital and need near constant care. Tele-ICU provides expert care, even if a Lebanon VAMC attending doctor or nurse is called to another patient or area of the hospital. The new facility is located on its own floor, has private rooms and features one nurse's station for every two rooms.



VA Opens New Pain Procedure Clinic

Lebanon VA Medical Center (VAMC) opened its new Pain Procedure Clinic in August. The pain clinic is the location for consultation with a pain specialist who will recommend, coordinate, and execute a multidisciplinary pain plan of care for Veterans suffering from chronic pain. Injections will be performed in the clinic under fluoroscopic and ultrasonographic guidance. The new Pain Procedure Clinic provides a modernized area to consolidate and expand access to pain management services at Lebanon VAMC in 1,500 square feet of recently renovated space. The clinical space includes 2 Procedure Rooms, 1 Exam Room, and 1 Recovery Room. The renovations cost \$72,000. Construction was completed by the Lebanon VA Engineering Construction Crew.

Together!



Telehealth Increases

Nationally, VA telehealth use increased more than 1000% this year. In South Central Pennsylvania, Lebanon VA Medical Center has conducted more than 7,000 telehealth appointments this year. The increase at Lebanon represents a 782% increase from March 1, 2020 to June 30, 2020. During the 4-month period, over 6,000 telehealth appointments were conducted to help our Veterans stay safe! As in-person interactions decreased in response to the COVID-19 pandemic, VA Video Connect supported Veterans' abilities to continue care and remain safely at home. VA Video Connect allows Veterans and their caregivers to meet virtually with their VA care teams on any computer, tablet, or mobile device with an internet connection.



Donations

The COVID pandemic and corresponding response has been very difficult for many people in our area, but many have also risen above the challenge and shown great care and compassion for their fellow citizens. Among those are the companies and individuals in South Central Pennsylvania. They donated food, face shields, masks, gift cards or a host of other items as a way of saying, "Thank you. We support you!" We couldn't be more grateful!



Choose VA

Veterans and their families deserve the very best care and services available to them. We want them to Choose VA, not because they have no other choice, but because we are the best at what we do, how we do it and because of the difference we make in the lives of Veterans and their families.

Always **Deliver** on our promise to get it right. "Right" means Easier Access and Greater Choice; Timely and Integrated Care; Accountability and Transparency; and Best-in-Class Care and Service.

Always **Care** for the "whole Veteran" including their families, caregivers and survivors.

Always **Empower** Veterans to keep Choosing VA as their go-to resource for best-in-class care, service and benefits.

Always **Remember** that doing what's good for Veterans, good for employees and good for taxpayers is what's best for VA and what ChooseVA is all about.

Services Offered...

PRIMARY CARE

VA Community Clinics
Acupuncture
Chiropractic Care
Pain Management
Women's Health

BEHAVIORAL HEALTH/ MENTAL HEALTH SERVICES

Acute Psychiatry inpatient care
Outpatient Treatment
Compensated Work Therapy (CWT)
Residential Rehabilitation Treatment Program
Suicide Prevention Program
Mental Health Intensive Case Management
Post-Traumatic Stress Disorder
Vocational Rehabilitation

MEDICINE/SPECIALTY SERVICES

Acute Medical inpatient care
Intensive Care Unit
Cardiology
Dermatology
Emergency Department
Endocrinology
Endoscopy
Hepatitis C Screening
HIV Program
Visual Impairment Services
Infectious Disease
Oncology
Pulmonary
Respiratory
Rheumatology
Sleep Studies
Audiology
Speech Pathology

SURGERY SERVICES

Ambulatory Surgery Unit
Dental
Urology
General Surgery
Ophthalmology
Optometry
Orthopedics
Plastic Surgery
Podiatry

SOCIAL WORK SERVICES

Caregiver Support
Transition and Care Management (formerly OIF/OEF/OND)
Case Management
Spinal Cord Injury Program
Homeless Veterans Program
Medical Foster Home

CLINICAL SUPPORT SERVICES

Occupational Therapy
Physical Therapy and Rehabilitation
MOVE! (Weight Management Program)
Chapel
Nursing
Nutrition and Food Services
Pharmacy
Position Emission Tomography
Prosthetics
Radiology
Recreation Therapy
Veterans Activity Center
Gulf War Exam
Kinesiotherapy
Laboratory
Magnetic Resonance Imaging
Whole Health Services

LONG TERM CARE SERVICES

Community Living Centers
Geriatric Care
Home/Community/Long Term Care
Hospice Care Unit
Palliative Care

SUPPORT SERVICES

Barber
Day Care
Health Education Library
Patriot Café
Retail Store
Coffee Shop
Police
Veterans Benefits Counseling
Voluntary Services
YMCA at the VA

Accreditations/Recognition

LEBANON VA ACHIEVED ACCREDITATION OR RECOGNITION BY THE FOLLOWING ORGANIZATIONS:

- ★ The Joint Commission for Hospitals, Home Care and Behavioral Health Programs
- ★ Commission on the Accreditation of Rehabilitation Facilities
- ★ American Association of Blood Banks
- ★ American Society of Health System Pharmacists
- ★ Blind Veteran Association
- ★ College of American Pathology
- ★ Long Term Care Institute
- ★ Office of Security and Law Enforcement – Vulnerability Assessment Survey
- ★ National Health Physics Program
- ★ American Society of Hospital Pharmacists
- ★ Accreditation Council on Optometric Education
- ★ American Psychological Association's Commission on Accreditation
- ★ Association of Clinical Pastoral Education satellite
- ★ Commission on Dental Accreditation
- ★ Council on Podiatric Medical Education
- ★ Numerous other affiliations with accredited higher education institutions for students from multiple disciplines



AB Accredited



Real-time access to VA care in a way that works best for you!

VA Video Connect (VVC) enables you to conduct visits with your doctor in a virtual medical room, using the camera on your phone, computer, or tablet. Family members/caregivers can also connect to appointments with Veteran consent.



Are you looking for an alternative way to see your VA provider that would minimize:



Driving/traveling to your appointment



Paying co-pays



Leaving work



Arranging for child care

Get started today!

mobile.va.gov/appstore

Questions about VA Video Connect?

Call 717-272-6621, ext. 4076!

Or ask your provider about VVC today!

Access To Care That Fits Your Life, Meets Your Need, And Keeps You Safe!

Types of visits:

Face to Face

- Traditional visit
- What we know. What we are used to.
- **CHANGE IS HARD.**
- Need to consider safety of the patient, other Veterans, and the staff.
- Available & reserved for those who have no choice and/or need it most.

Virtual Video Connect

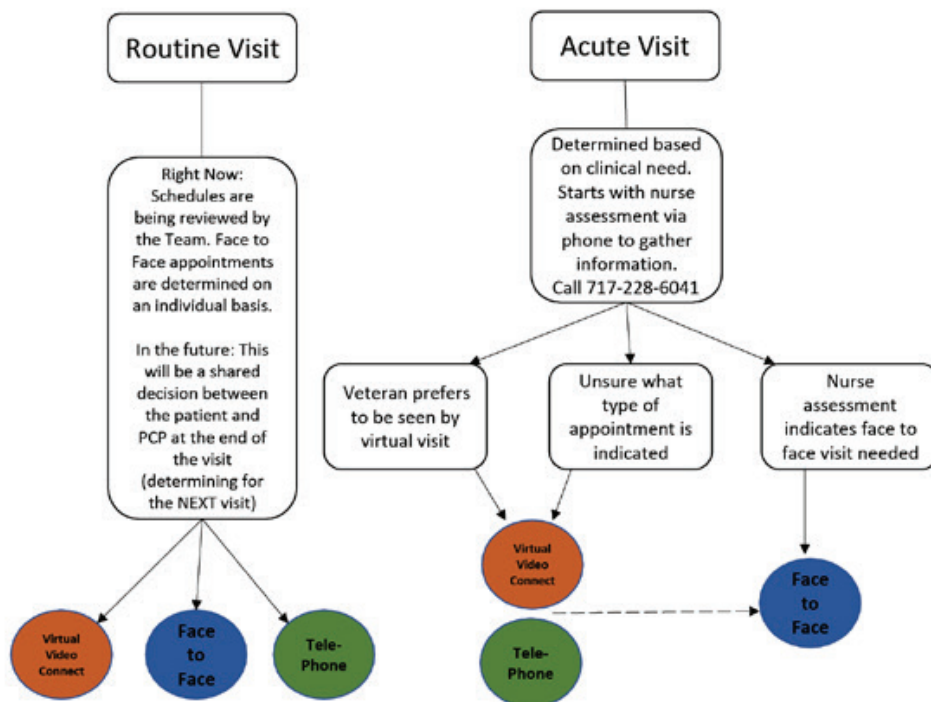
- A "new" approach to the same VA care!**
- Keeping everyone safe!
 - Allows Veteran to stay home for visit (bad weather, transportation issues, etc.)
 - Options to allow for physical exam available (stethoscope, BP cuff, etc.)
 - Need to download App!

Tele-phone

Still available but not preferred. Why?

- We want to see your face!
- "Gestalt" = combined whole.
- We want to see you to make sure we are treating the "whole" you!

Determining the visit type to meet your care need:



Dr. Brent Smith, like the rest of Lebanon's providers, continues to provide Primary Care in the midst of a pandemic.



Face to face visits are still being scheduled when they are clinically indicated. Talk to your primary care team if you believe you need an in-person appointment.



Use VA Video Connect from the comfort of your own home for medical appointments, when face to face visits are not required. They will save you time and money.

COMMON QUESTIONS & VA HEALTH CARE ELIGIBILITY INFO

lebanon.va.gov

SOCIAL
MEDIA



/VALebanon



@VALebanon

Am I a Veteran?

YOU MIGHT BE SURPRISED how many times we are asked this question. Folks seem to have all sorts of preconceptions about what makes someone a Veteran. Fortunately, however, the answer is quite simple. If you served in the active Armed Forces of the United States, then you are a Veteran! Pure and simple. It's not necessary to have served overseas or during a time of war. National Guard members and Reservists who have been called to active Federal service are also Veterans. Age, income, race, gender, religion, creed or marital status do not matter—the only thing which does, is that you wore the uniform of an American defender. Thank you for your service!

Am I Eligible for Care?

ALL VETERANS ARE ELIGIBLE to apply for VA health care. Your DD214 and previous annual income is reviewed to determine your eligibility status. You will be assigned a priority group based on your specific eligibility status, income, and service information you provided on the 10-10EZ form. You should contact our enrollment specialists any time you have a major life change such as retirement, loss of income or housing, change in marital status or a service connected disability condition. Veterans enrolled in VA health care meet the minimum required standards of the Affordable Care Act.

Veterans are encouraged to meet with enrollment specialists located in the lobby of Building 17 at Lebanon VAMC Monday-Friday from 7:30 a.m. until 4 p.m. regarding enrollment and eligibility. Enrollment specialists can also be reached via phone at 717-272-6621 x 6000.

Combat/Separating Vets

If you are a recently discharged Veteran with service in a theater of combat operations (OIR/ORS –Operation Inherent Resolve/Operation Resolute Support), VA can provide you with free care for 5 years from your discharge from active duty for conditions possibly related to your service, regardless of your income status.

If you are nearing separation/retirement from military service and will be returning to the area served by Lebanon VAMC, when you are discharged it is important to contact the Transition and Care Management Team to discuss your VA health care options.

Returning combat or separating/retiring Veterans, please call the Transition and Care Management Team at 717-272-6621 x 4565 to discuss your VA options.

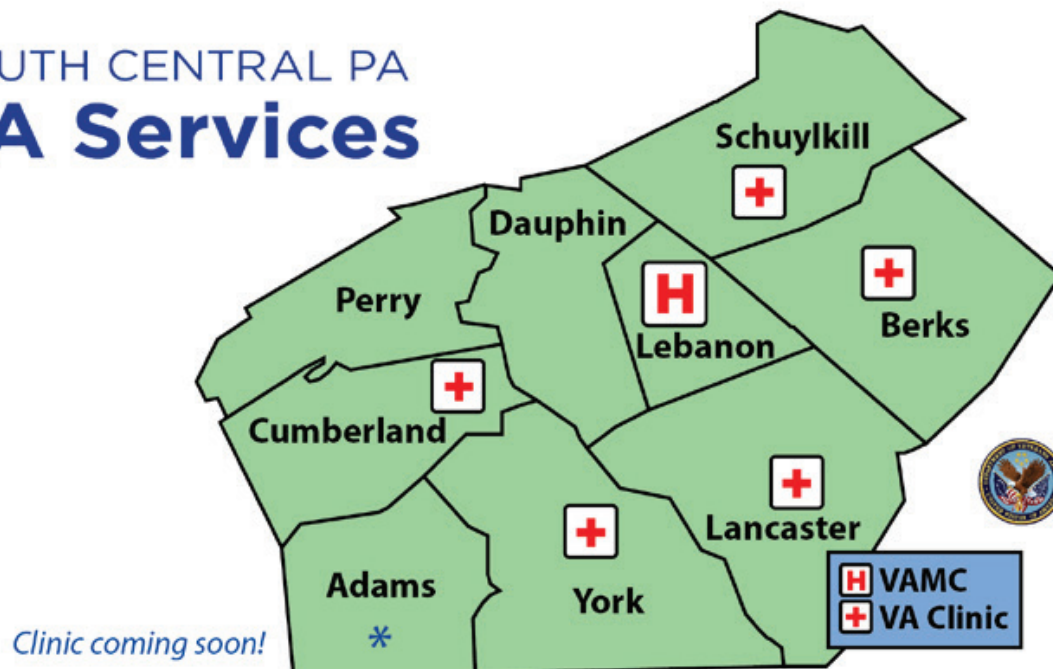
Transportation

For Veterans unable to transport themselves to Lebanon VAMC appointments, there are a variety of transportation options available for Veterans. Many local transit authorities, some County Veterans Affairs offices and Lebanon VAMC's Volunteer Transportation Network may offer options. Information is available by logging on to www.lebanon.va.gov/trans.asp or contacting your local transit authority, County Veterans Affairs Office, or the Volunteer Transportation Network at 717-272-6621 x 4596.

Enrollment & Eligibility Questions?

CALL 717-228-6000 TO SPEAK TO ONE OF OUR ENROLLMENT SPECIALISTS

SOUTH CENTRAL PA VA Services



HEALTH CARE SERVICES

VA HOSPITAL

LEBANON VA MEDICAL CENTER

1700 South Lincoln Avenue
Lebanon, PA 17042
717-272-6621 / 1-800-409-8771
www.lebanon.va.gov

VA CLINICS

ADAMS COUNTY VA CLINIC

*Stay tuned – coming soon!

BERKS COUNTY VA CLINIC

2762 Century Boulevard
Wyomissing, PA 19610
484-220-2572

CUMBERLAND COUNTY VA CLINIC

5070 Ritter Road
Mechanicsburg, PA 17055
717-590-1525

LANCASTER COUNTY VA CLINIC

212 Willow Valley Lakes Drive, Suite 208
Willow Street, PA 17584
717-740-4434

SCHUYLKILL COUNTY VA CLINIC

1410 Laurel Blvd., Suite 2
Pottsville, PA 17901
570-628-5374

YORK COUNTY VA CLINIC

2251 Eastern Blvd.
York, PA 17402
717-840-2730

OUTREACH CLINIC

FORT INDIANTOWN GAP VA OUTREACH CLINIC

Bldg. 4-114 (Hawkins Road)
Fort Indiantown Gap
Annville, PA 17003
717-272-6621 ext. 5105 for scheduling
*Hours limited to Wednesdays and Fridays,
managed by Lebanon VAMC Primary Care*

Thank you for choosing VA!

OTHER VA SERVICES IN OUR SERVICE AREA*

VET CENTERS

Readjustment Counseling Services

Learn more at www.vetcenter.va.gov

LANCASTER VET CENTER

1817 Olde Homestead Lane
Suite 207
Lancaster, PA 17601
717-283-0735

HARRISBURG VET CENTER

1500 North Second Street
Suite 2
Harrisburg, PA 17102
717-782-3954

VA NATIONAL CEMETERY

INDIANTOWN GAP NATIONAL CEMETERY

Indiantown Gap Road
Annville, PA 17003
717-865-5254

Learn more at www.cem.va.gov

**These VA services/facilities are not managed by
Lebanon VAMC*

*The Best Care Anywhere...The Best Employees Anywhere.
Quality care at seven locations in South Central PA.*



Lebanon VA Medical Center

1700 South Lincoln Avenue
Lebanon, Pennsylvania 17042
717-272-6621 • 1-800-409-8771
www.lebanon.va.gov

COMMON LEBANON VAMC CONTACTS

717-272-6621 / 1-800-409-8771

Appointment Line	x 5105
Telephone Nursing Care	x 6041
Pharmacy Center	x 6009
Auto Med Refill / Acct & Appt Info Line	x 5991
Enrollment / Eligibility	x 6000
VETERANS CRISIS LINE	1-800-273-8255 Press 1